

Bendigo Regional Tennis Centre



Position description	
Position description:	Café/Guest Services Assistant
Reports to:	Café/Guest Services Duty Manager
Direct reports:	Nil
Award:	
Award:	Hospitality Industry (General) Award 2020
Position classification:	Food and Beverage/Guest services level 1
Employment status:	Casual
Position overview	
<p>Bendigo Regional Tennis Centre (BRTC) Café/Guest Services assistants play an important role within the organisation. As a first point of contact to the public their presentation, customer service and commitment to the role is integral in creating positive first impressions.</p> <p>The BRTC is open 7 days a week with night and weekend shifts required.</p>	

Responsibilities	
<ul style="list-style-type: none"> - Provide service to the BRTC Healthy Serve Café including order taking, cash handling, table service as well as coffee and food preparation. - Provide service to the BRTC Function Centre including pre/post room cleaning and set up, welcoming upon arrival, and addressing any needs as required. - Provide service to BRTC members in membership, booking courts, functions, café reservations, collecting online orders and any other assistance as required. - Provide service to BRTC pro shop customers in purchasing products and facilitating restrings. - Maintain a working knowledge of all BRTC and BTA programs and services. - Provide the highest quality service to patrons of the BRTC. - Assist in maintaining the clean and tidy presentation of the Bendigo Regional Tennis Centre. - Engage and participate and work constructively within a team environment. - Practice effective OH & S procedures. - Ensure personal presentation is of a high standard. - Provide assistance in any reasonable requests as required. 	

Selection criteria	
Qualifications:	<ul style="list-style-type: none"> - Responsible Service of Alcohol (RSA) - Food handling Certificate
Selection criteria:	<ul style="list-style-type: none"> - Experience in customer service (1 year) - Experience in coffee making (1 year) - Experience in a kitchen (1 year) - Knowledge in the game of tennis is desirable - Ability to work in a fast-paced environment - Ability to work within a team environment - Cash handling
Personal attributes:	<ul style="list-style-type: none"> - Teamwork - Initiative - Attention to detail

Employee agreement	
Name:	
Date:	
Signed:	